We Claim:

1.   A method for processing orders in a computerized order processing system, the method comprising:
     generating a list of accounts;
     detecting selection of one of the accounts;
     generating a list of orders associated with the selected account, wherein the list
          of orders comprises orders that have been submitted for provisioning;
     detecting selection of one of the orders that has been submitted for
          provisioning;
     detecting a request to change the selected order;
     incorporating the change in the selected order;
     re-submitting the order for provisioning; and
     synchronizing the re-submitted order in an external provisioning system to
          override the order that had been previously submitted for provisioning.

2. The method, as set forth in Claim 1, further comprising:
     generating a list of items comprising the selected order;
     determining whether each item in the list of items has been delivered;
     detecting selection of one of the items; and
     allowing a user to reconfigure the selected item if the selected item has not
          been delivered.

3. The method, as set forth in Claim 2, further comprising:
     changing the status of the selected item to indicate that the selected item has
          been updated.

4. The method, as set forth in Claim 1, further comprising:
     changing the status of the selected order to indicate that the order has been
          updated.

5. The method, as set forth in Claim 1, further comprising:
     generating a list of quotes associated with the selected account.

6. The method, as set forth in Claim 1, further comprising:

generating a list of quotes associated with the selected account;

detecting selection of one of the quotes;

detecting a request to change the selected quote; and

incorporating the change in the quote.

7. The method, as set forth in Claim 1, further comprising:

generating a list of assets associated with the selected account;

detecting selection of one of the assets;

detecting a request to change the selected asset; and

incorporating the change to the asset in a quote.

8. The method, as set forth in Claim 7, further comprising:

submitting the quote to an order.

9. The method, as set forth in Claim 7, further comprising:

generating a list of items comprising the selected asset;

detecting selection of one of the items; and

allowing a user to reconfigure the selected item.

10. The method, as set forth in Claim 9, further comprising:

ungrouping the selected item with a quantity of more than one to a
corresponding multiple of items;

allowing the user to reconfigure each item of the multiple of items
individually.

11. The method, as set forth in Claim 5, further comprising:

generating a list of quotes associated with the selected account;

detecting selection of one of the quotes;

detecting selection of an option to update potential revenue based on the price
of items in the selected quote.

1   12. The method, as set forth in Claim 1, further comprising:

2   detecting selection of an option to create a quote for a new asset, wherein the

3   quote is associated with the selected account;

4   generating a list assets comprising products and services available;

5   detecting selection of an asset;

6   invoking a product configurator to allow the user to configure the selected

7   asset.

1   13. The method as set forth in Claim 7, wherein the change comprises

2   disconnecting the asset.

1   14. The method as set forth in Claim 1 wherein the change comprises

2   transferring the asset, the method further comprising:

3   detecting selection of an option to transfer the asset;

4   copying information about the configuration of the asset to a quote; and

5   setting the status of items in the quote to indicate that the items are to be

6   included in a service profile at a new address.

7   copying information about the asset to .

1   15. The method as set forth in Claim 14, further comprising:

2   copying the information about the configuration of the asset to a second quote;

3   and

4   setting the status of items in the quote to indicate that the items are to be

5   disconnected in a service profile at an old address.

6   16. An apparatus for processing orders in a computerized order processing

7   system, the apparatus comprising:

8   means for generating a list of orders associated with an account, wherein the

9   list of orders comprises orders that are open;

10 means for detecting selection of one of the orders;

11 means for detecting a request to change the selected order;

12 means for applying changes in the open and pending orders to reflect the

13 future state of an asset;

14   means for generating a quote based on the future state of an asset;

15   means for allowing a user to change the configuration of the future state of the

16   asset; and

17   means for incorporating the change in the quote.

1   17. The apparatus, as set forth in Claim 16, further comprising:

2   means for generating a list of items comprising the selected order;

3   means for determining whether each item in the list of items has been

4   delivered;

5   means for detecting selection of one of the items; and

6   means for allowing the user to reconfigure the selected item if the selected

7   item has not been delivered.

1   18. The apparatus, as set forth in Claim 17, further comprising:

2   means for changing the status of the selected item to indicate that the selected

3   item has been changed.

1   19. The apparatus, as set forth in Claim 16, further comprising:

2   means for changing the status of the selected order to indicate that the order

3   has been updated.

1   20. The apparatus, as set forth in Claim 16, further comprising:

2   means for generating a list of accounts;

3   means for detecting selection of one of the accounts;

4   means for generating a list of quotes associated with the selected account.

1   21. The apparatus, as set forth in Claim 16, further comprising:

2   means for generating a list of accounts;

3   means for detecting selection of one of the accounts;

4   means for generating a list of quotes associated with the selected account;

5   means for detecting selection of one of the quotes;

6   means for detecting a request to change the selected quote; and

7   means for incorporating the change in the quote.

1   22. The apparatus, as set forth in Claim 21, further comprising:

2   means for generating a list of assets associated with the selected account;

3   means for detecting selection of one of the assets;

4   means for detecting a request to change the selected asset; and

5   means for incorporating the change to the asset in a quote.

1   23. The apparatus, as set forth in Claim 22, further comprising:

2   means for submitting the quote to an order.

1   24. The apparatus, as set forth in Claim 23, further comprising:

2   means for generating a list of items comprising the selected asset;

3   means for detecting selection of one of the items; and

4   means for allowing a user to reconfigure the selected item.

1   25. The apparatus, as set forth in Claim 24, further comprising:

2   means for ungrouping the selected item with a quantity of more than one to a

3   corresponding multiple of items;

4   means for allowing the user to reconfigure each item of the multiple of items

5   individually.

1   26. The apparatus, as set forth in Claim 25, further comprising:

2   means for detecting selection of an option to update potential revenue based

3   on the price of items in the selected quote.

1   27. The apparatus, as set forth in Claim 26, further comprising:

2   means for detecting selection of an option to create a quote for a new asset,

3   wherein the quote is associated with the selected account;

4   means for generating a list assets comprising products and services available;

5   means for detecting selection of an asset;

6   means for invoking a product configurator to allow the user to configure the

7   selected asset.

1   28. The apparatus as set forth in Claim 27, wherein the change comprises

2   disconnecting the asset.

1   29. The apparatus as set forth in Claim 28 wherein the change comprises

2   transferring the asset, the apparatus further comprising:

3   means for detecting selection of an option to transfer the asset;

4   means for copying information about the configuration of the asset to a quote;

5   and

6   means for setting the status of items in the quote to indicate that the items are

7   to be included in a service profile at a new address.

8   means for copying information about the asset to .

1   30. The apparatus as set forth in Claim 29, further comprising:

2   means for copying the information about the configuration of the asset to a

3   second quote; and

4   means for setting the status of items in the quote to indicate that the items are

5   to be disconnected in a service profile at an old address.

1   31.   A computer program product comprising: instructions to implement

2   the method of claim 1.

1   32.   A data signal in a carrier medium comprising: instructions to

2   implement the method of claim 1.

1   33.   A system for processing complex orders comprising:

2   user interface instructions operable to:

3   generate a customer portal view comprising a list of products and

4   services associated with an account, a list of quotes associated

5   with the account, a list of orders associated with the account,

6   and a plurality of user-selectable options;

7   receive input from a user;

8   wherein the plurality of user-selectable options comprises a move option to

9   transfer a service profile by defaulting the existing services at an old

10   location to a new location.

1   34. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to add at least one of: a product and a

3 service to the service profile.

1   35. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to modify the configuration of at least

3 one of: a product and a service in the service profile.

1   36. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to disconnect at least one of: a product

3 and a service in the service profile.

1   37. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to view of products and services

3 associated with the selected account.

1   38. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to modify items in a quote.

1   39. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to supplement an order by revising an

3 open order and overriding an order that has already been sent to a provisioning

4 system.

1   40. The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to accepts a quote, and convert the

3 quote to a sales order.

1   41.   The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to update the amount of revenue to be

3 generated by a quote.

1   42.   The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to approve an order and submit the

3 order for provisioning.

1   43.   The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to ungroup items in a quote with a

3 quantity greater than one into individual order line items with a quantity of one.

1   44.   The system as set forth in claim 32, wherein the plurality of user-

2 selectable options further comprises an option to apply a completed item in an order

3 to the service profile.